

## DRAINAGE SURVEY – TERMS &amp; CONDITIONS

Last updated MARCH 2026



### Service Overview

The Drainage Survey is an on-site professional assessment carried out by DNA Landscapes to investigate drainage issues and recommend appropriate solutions tailored to your property.

The service may include:

- Site visit and visual inspection of affected area
- Identification of drainage issues (e.g. water pooling, poor runoff, saturation)
- Basic level checks and fall direction observations
- Inspection of visible drainage infrastructure (where accessible)
- Discussion of potential solutions and remedial options
- Advice on feasibility, construction approach, and system suitability
- Budget guidance for recommended works
- Preparation of a written solution and price proposal (where appropriate)

The Drainage Survey is intended to provide clarity on the cause of the issue and recommended next steps.

### Survey Fee

The Drainage Survey fee is payment for professional time, expertise, and on-site consultation and is non-refundable.

Payment secures your scheduled appointment date and time.

### Survey Fee Credit Toward Works

As a goodwill incentive, 50% of the Drainage Survey fee may be credited against the cost of drainage works if you proceed with DNA Landscapes.

- The credit is valid for 30 days from the date of the survey
- The credit applies where the project is confirmed and a holding deposit is paid within this period
- After 30 days, the credit expires and cannot be applied to future works

## **Nature of Advice Provided**

Advice given during the survey is based on visual inspection and accessible conditions at the time of the visit.

Recommendations are preliminary and may be subject to change following:

- Ground excavation or exposure of hidden conditions
- CCTV drainage surveys (if required)
- Structural or engineering input
- Further investigation of underground services or soil conditions

DNA Landscapes cannot be held responsible for issues that are not visible or reasonably identifiable at the time of inspection.

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## **Limitations of Survey**

The Drainage Survey does not include:

- CCTV drain inspections
- Dye testing or specialist diagnostic testing
- Structural engineering reports
- Percolation tests or soil analysis report
- Detailed construction drawings or specifications

If required, these can be arranged separately at additional cost.

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## **Access & Site Conditions**

The client is responsible for ensuring:

- Safe and reasonable access to the site
- Clear visibility of affected areas where possible
- Disclosure of any known underground services or previous works

DNA Landscapes is not liable for delays or limitations caused by restricted access or incomplete information

## **Build Proposal Validity**

Any quotation or proposal provided following the survey is valid for **30 days** from the date issued.

Pricing is based on:

- Current material costs
- Labour availability
- Site conditions at time of inspection

DNA Landscapes reserves the right to revise pricing after this period.

## **Project Progress & Dormancy**

Following the survey, we may contact you to discuss next steps.

If no communication is received within 30 days, your enquiry may be marked as inactive.

Projects resumed at a later date may require:

- Updated pricing
- A further site visit if conditions have changed

## **Intellectual Property**

All advice, notes, and recommended solutions provided during the survey remain the intellectual property of DNA Landscapes unless otherwise agreed in writing.

## **Acceptance**

Payment of the Drainage Survey fee confirms acceptance of these Terms & Conditions.